

Federal Parent Locator Service

# **OCSE Software Change**

## **Release 08-02 – Minor**

October 3, 2008

## **Release Schedule and Manifest**

Document Version 1.0

June 3, 2008

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## EXECUTIVE SUMMARY

The Office of Child Support Enforcement (OCSE) is planning a Minor State Impact Release for the Federal Parent Locator Service (FPLS), to take effect on or about October 3, 2008. This Release Manifest describes the schedule for, and content of, this release, which is numbered 08-02. Note that some of the changes will be implemented at a time different from the October 3 Release date.

The release schedule focuses on three main events:

1. Posting of this Manifest on the OCSE Website
2. Posting of the detailed specifications on the Website
3. Implementation of the software changes.

The schedule also includes the State conference calls that will be held at key points during the release planning period to assist States in preparation for the changes.

This Manifest is primarily composed of individual sections that describe each of the changes.

This Release includes several minor impact enhancements, which are optional changes that require a change if the State wishes to take advantage of the enhancement, and several no-impact enhancements, which do not require any State action.

Release 08-02 is composed of:

- Five minor-impact CSENet changes, four of which will be implemented on October 3, 2008. The rollout of the fifth item (States Migration to CONNECT:Direct for CSENet) begins on October 3, 2008.
- Five FCR changes, three of which are minor impact and two of which are no impact. Of these five changes, four will be implemented on October 3, 2008. The fifth change (New SSN/Name Verification Process) will be implemented after October when all interfaces have been established.
- Two no-impact IRG changes, which will be implemented in August, 2008.
- Three no-impact QUICK changes, which will be implemented on October 3, 2008.

As a result, Release 08-02 will be implemented in the following phases:

1. August 2008 – IRG
2. October 3, 2008 – CSENet, QUICK, and most of the FCR changes
3. After October 2008 - FCR New SSN/Name Verification Process.

This document also includes Appendix A, “System Clarifications”, which provides information about changes to the Deficit Reduction Act that affect State systems, but that do not require a change to the FPLS.

<b>RELEASE SCHEDULE</b>	
<b>Dates</b>	<b>Activities</b>
June 3, 2008 (Tuesday)	Post the Manifest to the OCSE Website.
<p>FCR, CSENet, IRG and QUICK Release Manifest Teleconferences:</p> <ul style="list-style-type: none"> <li>• June 17, 2008 3:00 PM (Tuesday)</li> <li>• June 19, 2008 10:00 AM (Thursday)</li> </ul> <p>Federal Offset Release Manifest Teleconferences:</p> <ul style="list-style-type: none"> <li>• June 24, 2008 2:00 PM (Tuesday)</li> <li>• June 25, 2008 10:00 AM (Wednesday)</li> <li>• June 26, 2008 10:00 AM (Thursday)</li> </ul>	<p>Multistate conference calls with States' technical support regarding the Release Manifest. Please plan to attend one of the sessions.</p> <p>The objective of the calls is to address the following:</p> <ol style="list-style-type: none"> <li>1. What are your questions, comments and/or concerns?</li> <li>2. Will you need to make changes to your system?</li> <li>3. Do you have any issues concerning the Release implementation date?</li> </ol>
July 3, 2008 (Thursday)	Post the Release Specifications to the OCSE Website.
<p>FCR, CSENet, IRG and QUICK State Specifications Teleconferences:</p> <ul style="list-style-type: none"> <li>• July 15, 2008 3:00 PM (Tuesday)</li> <li>• July 17, 2008 10:00 AM (Thursday)</li> </ul> <p>Federal Offset State Specifications Teleconferences:</p> <ul style="list-style-type: none"> <li>• July 22, 2008 2:00 PM (Tuesday)</li> <li>• July 23, 2008 10:00 AM (Wednesday)</li> <li>• July 24, 2008 10:00 AM (Thursday)</li> </ul>	<p>Multistate conference calls with States' technical support regarding the Release Specifications. Please plan to attend one of the sessions.</p> <p>The objective of the calls is to review the specifications and Q&amp;A.</p>
TBD (to be established during conference calls)	Test with States as necessary.
October 3, 2008 (Friday)	OCSE implementation of FPLS Release 08-02 (except for items that are noted for release at another time).

System	CSENet
Title	<b>New Values for Dependent-Paternity-Status Field (OCSE Ref # 202)</b>
Proposed Changes	The CSENet application is being modified to provide new values for the Dependent-Paternity-Status data field.
Impact	States will need to program to send, receive and retain the new dependent status paternity values.
Business Requirements or Benefit	The values of 'Y' and 'N' will be retained. New values will be added to provide clear information that a dependent was born in a marriage, that paternity has been established and through what process, for example: judicially, paternity acknowledgement, etc. The new values will address the existing business gap regarding paternity status.
Reason	States have requested additional values for the paternity status field to convey a more accurate description of the paternity status of the child. The proposed values are closely aligned with the present paternity values in the revised UIFSA petition and the OCSE 157 Report. These values will permit improved reporting and convey a more accurate paternity status to the other State.
Point of Contact	Vinette Elam                      703.367.2578                      vinette.l.elam@lmco.com
Targeted Implementation Date	October 3, 2008

System	CSENet
Title	<b>New Transaction - Federal Tax Offset Transmission (OCSE Ref # 296)</b>
Proposed Changes	The CSENet application is being modified to support a new transaction to notify the other State that an interstate case has been submitted for Federal Tax Offset.
Impact	To use this transaction, States will need to program their systems to send and receive this new transaction.
Business Requirements or Benefit	The CSENet application will allow a State to inform the responding State that a case has been referred for Federal Tax Offset as required in the Code of Federal Regulations 45 CFR 303.72(d) (1). This transaction will allow electronic communication of information previously sent by paper.
Reason	The AT-04-08 (November 5, 2004) from OCSE provided the Final Rule that revises existing regulations on collecting child support arrears through the Federal Tax Offset process. It requires that a State that refers past-due support for offset must notify any other State involved in enforcing the support order that it is submitting an interstate case for offset.
Point of Contact	Vinette Elam                      703.367.2578                      vinette.l.elam@lmco.com
Targeted Implementation Date	October 3, 2008



System	<b>CSENet</b>		
Title	<b>New Transaction for Change of Payee (OCSE Ref #298)</b>		
Proposed Changes	The CSENet system is being modified to provide a new transaction for change of payee.		
Impact	To use this transaction, States will need to program their systems to send and receive this new transaction.		
Business Requirements or Benefit	The CSENet application will provide a unique transaction, corresponding to the Change of Payee request for a IV-D case action found in Transmittal #1 – Initial Request and Transmittal #2 – Subsequent Actions of the Intergovernmental Forms. This transaction will provide an electronic method for communicating the information previously sent by paper.		
Reason	States have requested an electronic transaction that will allow caseworkers to request a change in payee action. This administrative action is used when the person or agency entitled to receive funds has changed. It may occur with a change in public assistance or foster care status or with a change in custody. In some States, court action, such as a modification, may be required if there is a change in custody or foster care status.		
Point of Contact	Vinette Elam	703.367.2578	<a href="mailto:vinette.l.elam@lmco.com">vinette.l.elam@lmco.com</a>
Targeted Implementation Date	October 3, 2008		

System	CSENet
Title	<b>New Transaction to Request Paternity and Establishment (OCSE Ref # 300)</b>
Proposed Changes	The CSENet application is being modified to provide a new transaction to allow a State to request both paternity establishment and order establishment at the same time.
Impact	To use this transaction, States will need to program their systems to send and receive this new transaction.
Business Requirements or Benefit	CSENet will provide a single transaction addressing the most frequently requested combination of case actions. Currently the CSENet application requires two separate transactions, one to request paternity establishment and the other to request the establishment of a support order.
Reason	Several States have requested the ability to establish paternity and an order in one transaction. This transaction provides a better fit to the revised UIFSA form, Transmittal #1. It streamlines the interstate paternity/order business need, and promotes electronic, standardized interstate communications.
Point of Contact	Vinette Elam                      703.367.2578 <a href="mailto:vinette.l.elam@lmco.com">vinette.l.elam@lmco.com</a>
Targeted Implementation Date	October 3, 2008

System	CSENet
Title	<b>States Migration to CONNECT:Direct for CSENet (OCSE Ref # 308)</b>
Proposed Changes	<p>DCL-07-10 announced OCSE's intention to consolidate its data processing infrastructure at the Social Security Administration's (SSA) National Computing Center (NCC). The CSENet application was moved to the NCC in January 2008 as a part of this effort. OCSE plans to begin migrating State CSENet communications from the OCSE network to the SSA's CONNECT:Direct with Secure+ network to complete the consolidation process for the CSENet application. A small group of States is currently piloting the migration effort.</p> <p>OCSE is beginning the process to convert the remaining States' method of communicating CSENet data from the existing OCSE Network to CONNECT:Direct with Secure+.</p> <p>There are no changes in the CSENet record layouts and no changes in the frequency or scheduling of processes as a result of the conversion process.</p>
Impact	<p>Beginning October 2008, States will begin conversion to exchanging their CSENet files through their existing CONNECT:Direct with Secure+ connection. This conversion may require modifications to the State's internal processes. A staggered conversion of States over several years is planned.</p> <p>QUICK, e-IWO, and DFAS communications will not be impacted by this transition. These applications will continue to use the OCSE Network to exchange data.</p>
Business Requirements or Benefit	OCSE's goal is to consolidate OCSE applications within one Federal data processing facility and to eliminate redundancy in communication networks.
Reason	Consolidation of OCSE applications within one Federal Data Processing Facility.
Point of Contact	Vinette Elam                      703.367.2578                      vinette.l.elam@lmco.com
Targeted Implementation Date	October 3, 2008

System	<b>FEDERAL CASE REGISTRY (FCR)</b>		
Title	<b>Replace UI Claims Administrator's Address on QW Records (OCSE Ref # 2261)</b>		
Proposed Changes	The FCR is being modified to return the employer's address instead of the UI Claims Administrator's address on QW response records. The NDNH is being modified to use the QW FEIN to retrieve the employer's address from SSA's address file whenever the QW record is submitted with a UI Claims Administrator address.		
Impact	States will receive the employer's address instead of the UI Claims Administrator's address on QW Locate and Proactive Match responses. This will enable States to send important documents, such as income withholding orders, directly to the employer's address instead of the UI Claims Administrator address. Sending child support documents to the UI Claims Administrator often delays the delivery of important paperwork and often causes problems in State employer databases.		
Business Requirements or Benefit	<p>As a result of this change, States will:</p> <ul style="list-style-type: none"> <li>• reduce misdirected mail by using the correct address for serving documents</li> <li>• expedite income-withholding order notices</li> <li>• expedite Service of Process</li> <li>• reduce labor costs for child support agencies and UI Claims Administrators.</li> </ul>		
Reason	In the past, OCSE provided a CD-ROM that listed all UI Claims Administrators and the FEINS of the companies that they serve. However, in response to requests from States, OCSE will automate a process to replace the address of the UI Claims Administrator with the employer's address where child support documents should be sent.		
Point of Contact	Kerry Newcombe	540.234.0349	Kerry.Newcombe@ngc.com
Targeted Implementation Date	October 3, 2008		

System	<b>FEDERAL CASE REGISTRY (FCR)</b>		
Title	<b>Return QW Change and Indicator If No Prior W4 (OCSE Ref # 2262)</b>		
Proposed Changes	The FCR is being modified to return additional information on QW Proactive Response Records. NDNH-to-FCR Proactive Matches will provide the difference between the current QW amount and the prior QW amount, for the same FEIN. When checking for a prior QW, the FCR will look for QW records within the current quarter and the previous two quarters. Also, when a QW record is submitted and no previous QW is found for the FEIN, the system will check for the existence of a W-4. If a W-4 has not been received, a new indicator will be set to alert the State to pay special attention to the QW response record. Separate comparisons will be made for each FEIN when a person has multiple employers.		
Impact	States will be able to identify those QW records that provide new or changed information. New fields will be added to the Filler area in the QW portion of the NDNH-to-FCR Proactive Match Response Record. This will provide the QW amount difference as well as percent of change. A new indicator will also be added to this record to alert States when a prior W-4 has not been received.		
Business Requirements or Benefit	States have often indicated that the QW information received from the NDNH is duplicative and outdated. Consequently, States have been reluctant to automate income withholdings and/or other processes based on the receipt of a QW match. Additionally, States have identified issues regarding the receipt of a QW match when there is no evidence of the receipt of a W-4 record. This enhancement will highlight those QW records that provide new or changed information, improving States' ability to automate processes based on the QW record.		
Reason	<p>This enhancement will support States in completing the following processes:</p> <p>Review and adjustment – States will be alerted to changes in income for both CPs and NCPs and can initiate a review of the obligation amount in a timely manner.</p> <p>Income-withholding orders – States will be alerted to income sources not previously identified in W-4 records due to errors in processing or an employer's deliberate action. An example of this is that States will be alerted to military reservists who have been called to active duty.</p>		
Point of Contact	Kerry Newcombe	540.234.0349	Kerry.Newcombe@ngc.com
Targeted Implementation Date	October 3, 2008		

System	<b>FEDERAL CASE REGISTRY (FCR)</b>		
Title	<b>National Change of Address Interface (OCSE Ref # 2286)</b>		
Proposed Changes	The FCR is being modified to enable States to check participant names and addresses against the National Change of Address (NCOA) database. The NCOA is a national database of address change information maintained by the U.S. Postal Service.		
Impact	The use of the NCOA will be optional for States. States must complete an election form and annual certification if they choose to participate. A new FCR input and output transaction record will be available for participating States.		
Business Requirements or Benefit	<p>As a result of this change, States will garner considerable benefits from the usage of the NCOA in all areas of case management. These benefits include:</p> <ul style="list-style-type: none"> <li>• Reduces undeliverable mail and labor costs.</li> <li>• Meets USPS requirements for First-Class mail discounts</li> <li>• Expedites mail delivery by one to two days</li> <li>• Expedites Service of Process</li> <li>• Reduces forwarding mail fees</li> <li>• Reduces the need to generate postmaster letters to the USPS</li> <li>• Tracks non-custodial parents', custodial parties', and putative fathers' addresses as they move</li> </ul>		
Reason	This enhancement was requested by States through multi-state and one-on-one conference calls.		
Point of Contact	Kerry Newcombe	540.234.0349	Kerry.Newcombe@ngc.com
Targeted Implementation Date	Targeting October 2008.		

System	<b>FEDERAL CASE REGISTRY (FCR)</b>		
Title	<b>New SSN/Name Verification Process (OCSE Ref # 2421)</b>		
Proposed Changes	The FCR is being modified to include an additional SSN verification routine. The new routine verifies the SSN submitted by the State and requires an exact match with the first three characters of the first name, the middle initial, and the month/year of birth as stored on the SSA file. SSNs verified with this routine will be returned with a code of 'V'. This process will not seek to find an SSN for a participant. It will only be used to verify an SSN submitted by the State.		
Impact	States will be able to increase the number of participants with verified SSN/Name combinations. No change is required on the part of States to take advantage of this change.		
Business Requirements or Benefit	As a result of this change, participants may have SSNs verified when their name is different on the SSA file. Often participants may have provided a correct SSN, but because of the difference in how the name is recorded at SSA, the SSN is not verifiable. TANF agencies have long taken advantage of this SSN verification routine, however since it has not been used by the FCR, State Child Support Agencies have not been able to use the same SSN identifier for shared TANF cases. Implementation of this change will provide more verified SSNs and will align child support identifiers with TANF agencies.		
Reason	To have a higher percentage of participants whose SSN is verified and subject to locate processes.		
Point of Contact	Linda Hudson	850.236.7488	<a href="mailto:linda.hudson@ngc.com">linda.hudson@ngc.com</a>
Targeted Implementation Date	To be announced.		

System	FEDERAL CASE REGISTRY (FCR)		
Title	<b>Recycle Unverified SSN/Name Combinations (OCSE Ref # 2479)</b>		
Proposed Changes	The FCR is being modified so that it will periodically resubmit participants with unverified SSNs to the SSN verification process. Participants will be recycled every 90 days, but will be bypassed for recycling when that participant has a change transaction in process. SSNs that are recycled and result in a verified SSN/Name combination will be returned to the State along with proactive NDNH and FCR matches.		
Impact	States will be able to improve the number of participants with verified SSN/Name combinations. States should assess the impact to their systems of receiving verified SSNs and proactive matches for SSN/Name combinations that previously did not verify. OCSE is considering whether to return a reserved batch number on the acknowledgement record. A decision will be made before the Release Specifications are finalized.		
Business Requirements or Benefit	As a result of this change, child support agencies will be able to take advantage of the fact that participants may change their identifying information with SSA after they are active FCR participants, such that their SSN/Name combination on the FCR is verifiable. With the additional pressure from employers and the IRS for all persons to have an SSN/Name combination that matches the SSA record, it appears that often FCR participants correct their SSA record, but child support agencies do not have a process to resubmit the same FCR participant information on file for SSN verification. This process will remedy that issue and may provide child support agencies with verified SSNs. A test of this process found that 18% of the existing unverified SSNs were verifiable with current SSA data.		
Reason	To have a higher percentage of participants whose SSN is verified and subject to locate processes.		
Point of Contact	Linda Hudson	850.236.7488	linda.hudson@ngc.com
Targeted Implementation Date	October 3, 2008.		



System	<b>INTERGOVERNMENTAL REFERRAL GUIDE (IRG)</b>		
Title	<b>Enhance Address Type Download for County Addresses (OCSE Ref# 2480)</b>		
Proposed Changes	The IRG system is being modified to remove a State selection for county address types.		
Impact	States and Tribes will be able to download all county address type records for all States. This change does not involve a coding impact for States.		
Business Requirements or Benefit	As a result of this change, users will not be required to select a State to download county address types.		
Reason	To enhance the download functionality for county address types.		
Point of Contact	Angela Kasey	202.205.3423	angela.kasey@acf.hhs.gov
Targeted Implementation Date	August 2008		

System	<b>INTERGOVERNMENTAL REFERRAL GUIDE (IRG)</b>		
Title	<b>Add Department Search Feature on State Regions Addresses Screen (OCSE Ref# 2495)</b>		
Proposed Changes	The IRG system is being modified to allow an additional search method (by Department) when searching for State Region addresses.		
Impact	States will be able to select from 'Region' or 'Department' when searching for State regional addresses. This change does not involve a coding impact for States.		
Business Requirements or Benefit	As a result of this change, a Department field drop down will be added to the search page.		
Reason	States have requested an additional search method that would improve finding State regional address records.		
Point of Contact	Angela Kasey	202.205.3423	angela.kasey@acf.hhs.gov
Targeted Implementation Date	August 2008		

System	<b>QUERY INTERSTATE CASES FOR KIDS (QUICK)</b>		
Title	<b>Modify Error Page (OCSE Ref # 2314)</b>		
Proposed Changes	The QUICK system is being modified so that it will provide HTML requesting States with a specific error message instead of a generic message.		
Impact	States will be able to view information about what caused the errors in the QUICK Web application.  If XML-requesting States want to take advantage of this change, they will need to modify their application to reflect these changes.		
Business Requirements or Benefit	As a result of this modification, States will be able to view more user-friendly information about the reason for an error rather than just the generic error message.		
Reason	Workers have been receiving generic error messages without any real description of what caused the problem. This change will provide more detailed information.		
Point of Contact	Vinette Elam	703-367-2578	vinette.l.elam@lmco.com
Targeted Implementation Date	October 3, 2008		

System	<b>QUERY INTERSTATE CASES FOR KIDS (QUICK)</b>		
Title	<b>Develop New Case Activities Audit Service (OCSE Ref # 2478)</b>		
Proposed Changes	<p>The QUICK System is being enhanced with a new Web service to provide audit data for the Case Activities (CA) module.</p> <p>Currently, HTML users who have developed the CA module must use the old audit service that uses the JITResponse schema.</p> <p>The QUICK Financial module uses the JITRequest and JITResponse schemas to communicate financial information, including audit data.</p> <p>As part of the development of the CA module, OCSE developed QUICKRequest and QUICKResponse schemas to request and respond to both QUICK Financial and CA data. Development of the QUICKResponse schema, which includes CAAudit, saves HTML-requesting States from having to code for the JITResponse schema to receive audit data.</p>		
Impact	<p>States in production may continue using the JITRequest and JITResponse schemas until they are ready to program for the CA module.</p> <p>States currently developing QUICK, either the Financial or CA modules, or both, must use the QUICKRequest and QUICKResponse schemas.</p> <p>This change has no impact on XML-requesting States.</p>		
Business Requirements or Benefit	HTML-requesting States will be able to code for the QUICKRequest and QUICKResponse schemas and receive all financial, case activities and audit data.		
Reason	An audit service upgrade will enable HTML-requesting States to use the QuickRequest and QuickResponse schemas to handle all types of data in both the Financial and CA modules. The JITRequest and JITResponse schemas will be phased out in the future.		
Point of Contact	Vinette Elam	703-367-2578	vinette.l.elam@lmco.com
Targeted Implementation Date	October 3, 2008		

System	<b>QUERY INTERSTATE CASES FOR KIDS (QUICK)</b>		
Title	<b>QUICK State Status Page (OCSE Ref # 2489)</b>		
Proposed Changes	The QUICK system is being enhanced to provide workers a summary page containing information on States in production and the type of data/operations they provide.		
Impact	This will be a new HTML page added to the QUICK Web application. HTML-requesting States will not need to do any programming changes in order to view the summary page. There is no impact to the XML-developing States, as this service was implemented as part of Release 08-01 (Establish State Status Service).		
Business Requirements or Benefit	As a result of this enhancement, workers will be able to view a snap shot of States in production and the type of data/operations they provide. The State Status Summary Page will be accessible from the Case Request screen.		
Reason	<p>This change allows workers to view all States in production and the type of data provided by the States before making a request.</p> <p>This service is currently available to the QUICK XML-developing States and is now being made available to HTML-requesting States.</p>		
Point of Contact	Vinette Elam	703-367-2578	vinette.l.elam@lmco.com
Targeted Implementation Date	October 3, 2008		

## **APPENDIX A: SYSTEM CLARIFICATIONS**

System	FEDERAL OFFSET		
Title	<b>Deficit Reduction Act 2008 Changes</b>		
Proposed Changes	Remove Distinction In Offset Priority Between Past-Due TANF And Non-TANF Support		
Impact	None		
Business Requirements or Benefit	Increased child support collections		
Reason	Passage of Senate bill 1932, Deficit Reduction Act (DRA) of 2005, amended §464(c) of the Social Security Act to remove the distinction in offset priority between past-due TANF and Non-TANF child support arrearages.		
Point of Contact	Scott Hale	202-401-5745	scott.hale@acf.hhs.gov
	Kelley Donovan	202-205-3421	kelley.donovan@acf.hhs.gov
Targeted Implementation Date	October 1, 2008		